

THE EUROPEAN MASTER IN HEALTH
ECONOMICS & MANAGEMENT



EU-HEM Student Handbook Cohort 2023-2025



Eu-HEM Student Handbook 2023-2025

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Introduction

Dear student,

It is an honour to welcome you as a student to the European Master in Health Economics and Management (Eu-HEM)! We are proud of this challenging and exciting programme, jointly offered in Bologna, Innsbruck, Oslo, and Rotterdam, and very happy that you chose to join us.

During the programme you will live and study in different European countries and be part of a diverse and truly international environment, as the 2023-2025 cohort consists of 11 different nationalities!

The Eu-HEM programme offers excellence in health economics and management, taught by experts from four leading European universities. Our programme will equip you to take on present and future challenges in healthcare and prepare you for a successful international career in this field.

The Eu-HEM programme offers:

- A unique opportunity to study a joint programme offered by four leading European universities.
- Obtain and develop competences and expertise in the fields of health economics and healthcare management, but also in health policy, healthcare systems and more.
- Excellent career opportunities and access to a wide network of national and international employers, including healthcare organisations, pharmaceutical industry, consultancy, governmental organisations, NGO's, and research institutions.

- more than just academic enrichment; it paves the way for lifelong friendships and establishing a network that extends far beyond one's time as a student.

Studying in different countries also comes with some challenges, as each country and university has its own culture, rules, and regulations. We have developed this Handbook to help you prepare for your journey. We have compiled relevant information about our joint Eu-HEM programme regulations, about the most important local regulations, and where you can find further information. Furthermore, you will also find more practical information about living and studying at the four Eu-HEM partner institutions.

The Eu-HEM team wishes you a successful and exciting study period. Together, we will shape an enriching and unforgettable experience for each of you.

I sincerely look forward to meeting you in person during one of Eu-HEM's joint activities.

Kind regards,

Prof.dr. Leona Hakkaart- van Roijen

International programme director of Eu-HEM



1: General Programme Information

1.1 Content and structure of the Eu-HEM programme

1.1.1 Programme goals

The overall learning objectives of the Eu-HEM are:

- Students can apply the relevant methodological and analytical skills to transfer scientific and technical knowledge to health policy and healthcare organisations.
- Students can apply the advanced and practice skills in the field of health economics and management in health policy, -businesses and healthcare organisations.
- Students can develop an interdisciplinary understanding of challenges in healthcare policy and management.
- Students fulfil the academic and methodological requirements for a PhD program in the field of health economics and management.

1.1.2 Structure of the curriculum

The academic programme is provided in four semesters of 30 ECTS each.

Semester	Learning activity	Number of ECTS
1st semester	4 compulsory courses	30 ECTS
2nd semester	Specialisation	30 ECTS
	Summer School	
3rd semester	Specialisation	30 ECTS
4th semester	Thesis	30 ECTS

With exception to the 4th semester, each semester is organized in four/six courses of 5/10 ECTS. The courses are structured by well-defined learning goals.

The first semester is structured in five courses in the fundamental disciplines:

Fundamentals in Health Economics and Management (10 CFU)
Our right to health: needs, resources, and society (5 CFU)
International Law and Health <i>or</i> Health Systems (5 CFU)
Fundamentals of Quantitative Methods in Health and Healthcare <i>or</i> Quantitative Methods in Health and Healthcare (10 CFU)

In the second and third semester, you will follow courses in a particular track. The programme offers four different tracks. The set-up of the tracks is explained in the tables below.

Economics & Policy

	Course Title*	ECTS
Semester 2 - UIO	Applied Micro Econometrics	10
	Finance and Investments or Leadership, Management and Organization	10
	Paying Providers of Health Care	5
	Elective	5
Semester 3 – UniBo	Law & Economics of Pharmaceutical Markets	10
	Planning and Evaluation of Health Policies	5
	Elective	10
	Workshop: Building Empirical Case Studies in Health Economics or Internship	5

Economic Evaluation in Healthcare

	Course Title	ECTS
Semester 2 - EUR	Measurement of Patient Preferences using Discrete Choice Experiments	5
	Pharmaceutical Pricing & Market Access	5
	Health Care Ethics	5
	Health Technology Assessment	5
	Advanced Health Economic Modelling	5
	Behavioural Decision Theory in Health or Global Health Economics or Health & Economic Development: Policies and Evaluation	5
	Modelling in Economic Evaluation II	10
Semester 3 - UIO	Research Design	5
	Topics in Economic Evaluation or Non-Parametric Methods	5
	Elective	10

Management of Health Care Institutions

	Course Title	ECTS
Semester 2 - UIO	Qualitative Methods	5
	Finance and Investment	10
	Leadership, Management & Organization Development	10
	Elective	5
Semester 3 - MCI	Law and Public Health Practice	5
	Economic Evaluation	5
	Ethical Decision Making	5
	Management Accounting & Controlling	5
	Real Life Simulation Methods + Real Life Simulation Practice or Applied Finance Management + Inclusive Leadership in Global Health	10

Population Health Management

	Course Title	ECTS
Semester 2 - MCI	Ethical Decision Making	5
	Environmental & Health Economics	5
	Digitalization in Social & Health Management	5
	Analysis and Epidemiology	5
	Health Promotion and Integrated Care or Global Health & Social Policies	5
	Determinants of Health or Intercultural & Transcultural Communication	5
Semester 3 - EUR	Comparative Health Policy	5
	Health Technology Assessment	5
	Public Health Economics	5
	Design Thinking for Data Driven Prevention (Intro)	5
	Design Thinking for Data Driven Prevention (Case)	5
	Economics and Financing of Health Care Systems or Patient Centered Care Delivery or Advanced Research Methods	5

**The course overview may be subject to change.*

A key element of the program is the 30 ECTS master thesis. All students spend the whole 4th semester to work on their master thesis which might be related to a research assignment internship for the purpose of exploring the topic, collecting data, or getting other kind of inputs. The topic of their thesis is linked to their specialization track. The thesis will be written at the student's third or fourth semester's university.

1.1.3 Track choice

There will be a track information session during the Welcome Days in Bologna to inform students of the contents of the different tracks.

You choose your track mid-October, when you have a good idea what each track is about, and which one would suit best with your interests and career objectives. The International Programme Coordinator will make an overview of the chosen tracks and inform the Consortium Board. The CB will review the list and decide whether the students' first preference can be approved. The international Programme Coordinator will inform the local coordinators at the other locations so all students can be informed timely of the necessary preparations of the next location.

Although we cannot 100% guarantee that all students will be able to do the track of their first choice, we have been able to place all students in their preferred track thus far. We aim for a relatively equal distribution across tracks.

1.1.4 Joint degree

Eu-HEM is a second-cycle degree accredited as a joint degree in all 4 partner institutions. Eu-HEM is recognized by all degree awarding consortium institutions. As indicated in the final diploma awarded to students, Eu-HEM is valid as:

- Laurea Magistrale in Health Economics and Management (UniBo)
- Master of Science in Health Economics and Management (EUR)
- Master of Philosophy in Health Economics and Management (UiO)
- Master of Arts in Business (MCI)

Students will be granted a fully accredited joint degree, i.e., one single diploma with full legal value in each partner country, mentioning these 4 titles. It will be signed by the legal representatives of each university. A joint diploma supplement, offering information regarding the programme, the courses that have been completed and the different grading systems, will be attached to the diploma. Students receive their diploma at the Graduation Ceremony. Students who are delayed and can therefore not join the Graduation Ceremony, can pick up their diploma at the University of Rotterdam or the diploma can be sent by post.

1.1.5 Summer School

The Summer School will be held in June/July in Austria, immediately after the 2nd semester (the duration is a week). The Summer School aims presumably at coaching on the master thesis proposal and strengthening students' personal skills. Attendance at Summer School is strongly recommended. Exceptions are only possible on an individual basis for a valid reason (e.g., illness). More information

about the Summer School 2024 will be provided at the beginning of the 2nd semester. The contact point for the summer school is the local coordinator of MCI.

In case that contribution towards your travel expenses from the Eu-HEM programme can be provided, you will receive more information about this closer to the event dates from the local coordinator from MCI.

1.1.6 Career Event

The Career Event aims at preparing you for your career and to get a better impression of the job market. The Career Event helps you to gain a better knowledge on how to write a job application, how to structure your CV, how to build your LinkedIn profile, and how to handle a job interview. Furthermore, it is organized to create an opportunity for network formation and to offer a place to connect again with your fellow Eu-HEM students. In short, the Career Event aims to help you with the next step in your Eu-HEM career!

1.1.7 Mentoring Programme

As Eu-HEM student you have the opportunity to join the MCI Mentoring Programme, organized by MCI in your second year. The goal is to connect Eu-HEM alumni with students who seek orientation for their professional career path. More details about the programme and the registration will be communicated at the beginning of your 3rd semester.

1.2 Participation in the programme

1.2.1 Enrolment & re-enrolment

All Eu-HEM students will be enrolled at Erasmus University Rotterdam (EUR), irrespective of the fact that you start your first semester at the University of Bologna.

Your enrolment for the academic year 2023-2024 and re-enrolment to the programme in 2024-2025 can only be finalized after registration at Studielink and payment of the participation fee.

You will have to re-enrol for the second year of the programme. In May 2024, you will receive an email with the re-enrolment instructions for the academic year 2024-2025.

The deadline for enrolment and re-enrolment is 1 August¹. If you do not meet this deadline you cannot be enrolled for the programme.

For questions regarding the (re)enrolment and payment, please contact the Education Service Centre of Erasmus University Rotterdam via esc@eshpm.eur.nl.

¹ Payment deadline is subject to change.

1.2.2 Participation fee

The participation fee for the academic year 2023-2024 for programme country students is €4.000 and €9.000 for partner country students.

The participation fee for the academic year 2024-2025 for programme country students is €4.000 and €9.000 for partner country students.

Please take note: Norwegian students applying for student loan at the Norwegian State Educational Loan Fund are recommended to apply for education outside the Nordic region.

1.2.3 Temporary Leave

You are admitted as a student to the Eu-HEM programme for the 2023-2025 cohort. As this is a selective master with a limited number of places, your admission does not entitle you to start in another academic year.

If due to personal circumstances you need to take temporary leave from the programme, you can discuss this with the local coordinator of the university where you are studying at that time. He/she will inform you how to submit your request to the Consortium Board for evaluation and approval. Please note that the leave can only cover 1 full academic year and can only be requested once. Due to the structure of the programme, it is not possible to take leave for one semester only, and it is also not possible to take leave for more than 1 year.

If you wish to continue the programme after more than 1 year leave, you will have to go through the entire application procedure again, and to be selected to the master once more.

1.2.4 Withdrawal

Unfortunately, in very rare cases, a student may be obliged to withdraw from the programme. If this is the case for you, make sure to talk first to a study advisor or the local coordinator of the university where you are located at, maybe they can help you with solutions you had not thought of yourself.

If withdrawal is inevitable, then you should confirm this by e-mail to the local coordinator. You will then receive further information on how to de-register from the programme.

You could request a partial refund of the participation fee. For EU/EEA nationals, this is calculated from the 1st day of the month after your de-registration. From that 1st day of the next month, you will receive a refund over the months that you paid your participation fee but will not be registered any more. Please note that you don't qualify for a refund if you de-register in the months June, July, or August.

Example: if you de-register on 23 October, the refund will be calculated as from 1 November. You will receive a refund over the 10 months that participation fee has been paid but you will not be registered any more, i.e., November until August. You will get a refund for 10/12 of the fee.

For non-EU nationals, the refund is per semester only, calculating the semester dates of Erasmus University Rotterdam. With your EUR login details, you can find the semester dates via this link: <https://my.eur.nl/en/eshpm/timetables>

1.2.5 Special Requests or Complaints

If you have a special request, or a complaint about the Eu-HEM programme, we recommend you contact the local coordinator of the university that you are studying at in that semester. The local coordinator can advise you how to proceed. Maybe the coordinator can help you him/herself or direct you to a colleague. It is possible that the local coordinator will suggest that you write your request or complaint to the International Programme Coordinator who can put it on the agenda of the Consortium Board.

Every cohort also has student representatives; students can also bring their requests or complaints to the student representative of their track, so the student representative can contact the local coordinator or the Consortium Board. During the Welcome Days more information is given about the role of the student representatives.

For complaints about courses or exams, the local rules would apply. Please see the section for Appeals and Complaints per location for more information.

1.3 Contact Information

Programme management

The overall management of the Eu-HEM master programme is done by the Consortium Board. The Consortium board is responsible for the overall quality and running of the programme. Decisions that affect the programme in some way need to be made by the board.

The day to day organization of the master is done by the local coordinators. They are the contact person for students and make sure everything is running smoothly on a local level. If problems arise that cannot be fixed on a local level, they discuss among the local coordinators and contact the board.

Name	Function	E-mail
Prof. Job van Exel	Chair of the Consortium Board	vanexel@eshpm.eur.nl
Prof. Leona Hakkaart – van Roijen	Consortium Board member Erasmus University Rotterdam	hakkaart@eshpm.eur.nl
Prof. Davide Dragone	Consortium Board member University of Bologna	davide.dragone@unibo.it
Prof. Knut Reidar Wangen	Consortium Board member University of Oslo	k.r.wangen@medisin.uio.no
Prof. Siegfried Walch	Consortium Board member Management Center Innsbruck	siegfried.walch@mci.edu
Mr. Ola Magnusson	Local Coordinator University of Oslo	o.a.magnusson@medisin.uio.no
Ms. Sarah Russo	Local Coordinator University of Bologna	sarah.russo@unibo.it
Ms. Eveline Gmainer	Local Coordinator Management Center Innsbruck	eveline.gmainer@mci.edu

Ms. Victoria Lorenzo Sanchez	International Programme Coordinator & Local Coordinator Erasmus University Rotterdam	lorenzosanchez@eshpm.eur.nl/ esc@eshpm.eur.nl for student's questions
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*For most questions, please contact the Local Coordinator of the university where you are studying that semester.

The Master programme consists of different tracks that students can follow. The track coordinators ensure the alignment of the different courses within the track and are the contact person for any track related questions. Since each track takes is covered by two different universities, each track has two track coordinators, one from each university.

Track Coordinators

Economic and Policy	Member from UiO	Member from UniBo
	Jonas Minet Kinge	Elisabetta De Cao
Email:	j.m.kinge@medisin.uio.no	elisabetta.decao@unibo.it
Economic Evaluation in Healthcare	Member from EUR	Member from UiO
	Frederick Thielen	Eline Aas
Email:	tc-eeh-euhem@eshpm.eur.nl	eline.aas@medisin.uio.no
Management of Healthcare Institutions	Member from UiO	Member from MCI
	Trond Tjerbo	Raffael Heiss
Email:	trond.tjerbo@medisin.uio.no	Raffael.Heiss@mci.edu
Population Health Management	Member from EUR	Member from MCI
	Bram Wouterse	Claudia Zoller
Email:	wouterse@eshpm.eur.nl	Claudia.Zoller@mci.edu

2: Course and Exam Regulations

2.1 Joint course and exam regulations

2.1.1 Thesis

For all courses, local examination rules apply, except for the thesis. The thesis is the largest and final part of the programme. The joint thesis regulations are all elaborated in the *Thesis Guidelines*. You will receive the Thesis guidelines in the summer before your second year.

2.1.2 Plagiarism

Plagiarism is taken very seriously and will have legal implications. The legal implications and actions follow the local laws and regulations.

In papers and the thesis, concepts and statements taken from the literature should be appropriately reworded and referenced. Exact citations should be clearly highlighted (e.g., between inverted commas or through a different font) and the source should include the page number. Online sources are admissible when they are appropriate and meet the required scientific, but generic sources such as Wikipedia are not necessarily scientific and critically assessed and should be avoided or only used with extreme care and parsimony. Similar rules for references apply for online resources as for academic publications. Papers and theses will be checked upon plagiarism, using anti-plagiarism software.

2.1.3 Re-sits

As the Eu-HEM programme offers courses that are also part of the curriculum of local programmes, in many cases local examination rules will apply. There are however also some joint guidelines. We also explain how to take a re-sit from one university when you are already studying at another university in the programme.

Joint re-sit guidelines

1. The number of possible re-sits is determined by the local rules.
2. Whether a student can re-sit an exam he/she already passed is determined by local rules.
3. If a re-sit opportunity is offered during the semester that the student is still studying at the university that offers the course, the re-sit must be taken at that location.
4. If a re-sit is offered during a semester that the student is no longer hosted at the university that offers the course, then the student can put in an application for the re-sit to be taken at the university where the student is currently studying. It cannot be guaranteed that this is possible, but all parties will do their utmost to arrange this.
5. Re-sits can only be taken at one of the four Eu-HEM consortium universities.
6. Written exam re-sits must be taken at the same time as the exam in the location of origin.
7. Surveillance of the re-sit must take place according to the rules of the university that offers the course.
8. The university that offers the course remains responsible for the exam.
9. These rules apply to all courses in the Eu-HEM programme apart from the Master's thesis. For the Master's thesis, the EU-HEM Thesis Guidelines apply.

Procedure for Eu-HEM students to take a re-sit at another Eu-HEM location

1. Register for the re-sit according to the rules of the university that offers the course.
2. Contact the local coordinator of the university that offers the course at least one month before the re-sit date to take the re-sit at the Eu-HEM university where you study at the time of the re-sit.
The local coordinator of the university that offers the course will contact the local coordinator at the university where you are studying to check if the re-sit can be arranged. It cannot be guaranteed that this is possible as this may lead to organizational issues, but all parties will do their utmost to arrange this.
3. If the re-sit cannot be arranged, you will hear this as soon as possible, but at least 2 weeks before the re-sit date.
4. If the re-sit can be arranged, you will receive information regarding the location and time at least 3 days prior to the re-sit.

2.1.4 Internships

You can do an internship of 5 ECTS to gain relevant work experience (not applicable in Rotterdam & Innsbruck). It is possible to do this internship in the Summer before the 3rd semester. The credits are either part of the 2nd or 3rd semester course offer (Oslo) or will be acknowledged afterwards by your 3rd semester university (Bologna) if the internship fulfills certain criteria. Please ask your local coordinator for more information prior to the internship. In addition to an internship as described above, it is also possible to do a research assignment in combination with your thesis during the 4th semester. Please check the local rules of the university that would award the ECTS credits for the internship for more information on the procedures.

Research assignment in 4th semester

It is also possible to do a research assignment in combination with your thesis. You can be stationed in a company or organization to gather relevant data for your thesis. The difference from the above-mentioned internship is that the aim is not to obtain work experience but to focus on data collection and you won't get extra ECTS credits for this internship. Make sure to check well in advance with your Track Committee or thesis supervisor if your research assignment is indeed relevant for your thesis. More information can be found in the Thesis Guidelines, which you will receive in summer before the start of your 2nd year.

2.2 Course and Exam regulations per location

2.2.1 University of Oslo

Course registration

You must register as a student and register for courses each semester. In order to keep your student status active, you must register in Studentweb for tuition and exams in the relevant courses on your study programme.

Every semester, students admitted to a programme of study at UiO must register in Studentweb

- Log in to Studentweb
- Click on the large green button 'Start registration'
- If you have an education plan: add the courses, you wish to take

- Apply for classes and register for examinations. The deadlines are 1 February and 1 September.
- Save and complete the registration sequence

Please note that Eu-HEM students do not have to pay the UiO semester fee!

If you have an education plan and wish to apply for courses not included in the plan, you may do this after you have registered. Choose 'My active courses' in the menu.

When you have done this, you are registered as a student for the semester.

Semester dates

The semester dates can be slightly different each year, therefore we give an indication:

Mid-august – mid-December

Early February – mid June

Exams and Re-sits

You will find further information about rules and regulations governing examinations, mandatory course assignments, leave of absence, special needs in case of disability and applications for approval of courses taken at other educational institutions here:

<http://www.med.uio.no/english/studies/about/regulations/master/index.html>

Appeals and complaints

You can ask for an explanation of your grades or submit an appeal about your grades. An explanation states the general principles on which the assessment was based and explains the assessment of your performance. We recommend that you ask for an explanation of your grade before deciding to submit an appeal about your grades.

You cannot submit an appeal about oral or practical examinations, since the performance is not documented for future purposes. The results of preliminary examinations may only be challenged if the examination was not passed. See the description of the grading system:

<http://www.uio.no/english/studies/about/academic-system/grading-system/>

You have the right to complain about formal examination errors. Formal errors can occur, for example in the examination question papers, in conducting the examination or during grading.

Deadlines:

Explanation of your grade: If it is an oral or practical examination, the deadline is immediately after you have received your grade. If it is a written examination, the deadline is one week after the grade is published.

Appeal about grades: Three weeks after the grade was published. If you have asked for an explanation of your grade, or made a complaint based on formal examination errors, the appeal deadline runs from the date you have received the explanation or an answer to your complaint.

Complaints about formal examination errors: Three weeks after you know or should have known about the condition on which the complaint is based. If you have previously asked for an explanation of grades or submitted an appeal about grades, the deadline for complaints about formal errors is extended until after you have received the explanation or the appeal about grades has been settled.

Grading

The Norwegian grading system consists of two grading scales: one scale with the grades 'pass' or 'fail' and one graded scale from A to E for pass and F for fail. The graded scale has the following qualitative descriptions:

A	Excellent	An excellent performance, clearly outstanding. The candidate demonstrates excellent judgement and a very high degree of independent thinking.
B	Very good	A very good performance. The candidate demonstrates sound judgement and a high degree of independent thinking.
C	Good	A good performance in most areas. The candidate demonstrates a reasonable degree of judgement and independent thinking in the most important areas.
D	Satisfactory	A satisfactory performance, but with significant shortcomings. The candidate demonstrates a limited degree of judgement and independent thinking.
E	Sufficient	A performance that meets the minimum criteria, but no more. The candidate demonstrates a very limited degree of judgement and independent thinking.
F	Fail	A performance that does not meet the minimum academic criteria. The candidate demonstrates an absence of both judgement and independent thinking.

2.2.2 University of Bologna

Unibo Account

You will start your first semester at Unibo. In order to grant you full access to all Unibo facilities, a registration is necessary. In order to do so, you will need to open a UniBo account at the following link: [Studenti On-line Registration](#)

Once you have a UniBo account, you will need to inform your Local programme coordinator with an email, where you will have to indicate the account (name.surname@studio.unibo.it).

After this step, the Register Office will give you access to registration, and you will be informed via email by your local programme coordinator.

Course registration and list of courses

In order to have your exams registered, you will have can select the set of exams ("Study Plan") from the online platform "Studenti On-line"

You can find the list of exams in your programme webpage (www.eu-hem.unibo.it -> Studying -> Course Structure Diagram).

These are the courses you will need to have in your study plan, please be careful to choose the correct courses!

Crash Courses (no credits)

B1076 INTRODUCTION TO ECONOMICS

97484 INTRODUCTION TO MANAGEMENT

Compulsory Courses

96500	OUR RIGHT TO HEALTH: NEEDS, RESOURCES AND SOCIETY	5 ECTS
97177	FUNDAMENTAL IN HEALTH ECONOMICS AND MANAGEMENT (I.C.)	10 ECTS

One course to be chosen between:

96496	FUNDAMENTALS OF QUANTITATIVE METHODS IN HEALTH AND HEALTHCARE (I.C.)	10 ECTS
96525	QUANTITATIVE METHODS IN HEALTH AND HEALTHCARE (I.C.)	10 ECTS

One course to be chosen between:

70126	Health Systems	5 ECTS
70125	International Law and Health	5 ECTS

Once your study plan is complete, the list of courses will also appear on your AlmaEsami, a platform that allows you to **register to sit exams** and to check when your grades are registered.

Please note that you need to have all the list of courses before the exam session starts, as you always need to register before sitting an exam!

Information on how to use the online platforms will be given during a meeting at UniBo.

Semester dates

Semester dates may vary slightly every year. For the A.Y. 2023/2024 these are the semester dates:

- 11 September 2023 – 28 October 2023 (classes – first term)
- 30 October 2023 – 4 November 2023 (exams – first term)
- 6 November 2023 – 14 December 2023 (classes – second term);
- 15 December 2023 -21 December (exams – second term);
- 8 January 2024 - 10 February 2024 (exams resits)

Timetables

The timetable for each semester is published on the Eu-HEM UniBo webpage:

<https://corsi.unibo.it/2cycle/euHealthEconomicsManagement/timetable>

Exams and Re-sits

Attendance is not strictly compulsory, but it is highly recommended to attend at least 70% of the classes.

In the first semester, you have the possibility to sit 1 official exam right after each course, plus 2 re-sits (one at the end of the semester and one in September).

You don't need to fail an exam to do a re-sit, so you can plan in advance whether you want to take an exam immediately after the course, or during a re-sit session.

According to the new UniBo regulations, you can ask your lecturer to re-sit an exam if you are not happy with the grade. You have to inform your lecturer about your decision in due time and before the grade is registered. Once the mark is registered on AlmaEsami it is not possible to sit the exam a second time.

Please refer to your local coordinator at UniBo, as regulations might be updated with more details.

Complaints and Appeals

If you have a complaint you can refer to the Student Ombudsman (garante@unibo.it). You can contact the Ombudsman to report any forms or types of abuse, dysfunctions, shortfalls, delays, violations of the law or the principles of good administration, failure to respect the values and rules laid down in the University's Code of Ethics or the principles and rights specified in the University Statute, by teachers or other University personnel, or attributable to University Bodies or the general or peripheral Administration in the conduct of administrative activities, for acts or omissions or conduct that is solely intended to be intimidating, hostile, degrading, humiliating or offensive.

The Student Ombudsman monitors the teaching, research, and service activities of the University of Bologna with an impact on the rights and interests of the University's students, to ensure that they are carried out in compliance with the values and rules laid down in the University's Code of Ethics and the principles and rights specified in the University Statute. Students who contact the Ombudsman are entitled to anonymity.

Grading

Examinations are graded according to a scale from 18 to 30, with 18 as a pass mark. A “cum laude” may be added to the highest grade (a 30 becomes a 30 e lode/cum laude) as a mention of special distinction. All examination results are used to calculate the overall graduation grade, which is calculated on a scale of 66-110. The final result is based on exam results plus the defense of a project or dissertation in front of a Committee.

ECTS Scale	Grade	% of students who have obtained such grade
A	30 e lode	13
B	30	17
B	29	12
C	28	16
C	27	12
D	26	9
D	25	6
D	24	4
D	23	3
D	22	2
E	21	2
E	20	1
E	19	1
E	18	2

2.2.3 MCI – The Entrepreneurial School

Course registration

You will be registered for all courses by the MCI Office Management. Elective courses are chosen in the month before the semester start. You will receive a link to sign-up for the courses of your choice. The course selection is based on a first-come first served principle and seats per course can be limited depending on the number of students.

The mci4me.at site (www.mci4me.at/en/) provides all the information you need for your studies at MCI. It is the starting point for all online platforms at the MCI. On this website you find news on MCI-related activities and are guided to all the other platforms providing detailed information on schedules, course descriptions, assignments, materials, grades and Email services (Sakai, my MCI, mci.edu and Webmail). MCI faculty and staff use the online learning management systems Sakai and myMCI to keep you up to date on all matters related to your chosen MCI program.

Online lectures will take place on **Big Blue Button**. Onsite or online classrooms will be communicated through **Sakai** and/or by the student support officer(s).

The detailed course descriptions are published under Curriculum & Courses on the MCI website: <https://www.mci.edu/en/study/master/european-health-economics-management>

Payments

Please note that Eu-HEM students do **not** have to pay the MCI semester fee! Please ignore any Emails from MCI regarding the payment of semester fees.

You do however need to pay **copy costs** at the end of the semester in case they occur. These copy costs are for the teaching materials, which your lecturers occasionally print for you for your lectures and are not covered by the participation fee.

Semester dates

The semester dates can be slightly different each year:

Summer term: Beginning of March – end of June (the exact dates will be published later)

Winter term: Beginning of September – end of January

During your first week at MCI in your 2nd or 3rd semester, we will offer a welcome session with useful information for your semester in Innsbruck.

Timetables

The timetable/ schedule will be available online in your mymci account at the beginning of the semester. The detailed course descriptions (course books) will be available on the Sakai online platform 1-2 weeks before the course starts. Several weeks before the official semester start, you will receive a PDF version of your course schedule by Email.

Exams and Re-sits

Attendance in class

Attendance in all courses is compulsory. Usually course times are 09:00 – 12:15 and 13:30 – 16:45. These times correspond to four (4) teaching units of 45 minutes each. Some blended course designs deviate from this schedule and offer webinars where the attendance is also mandatory.

Students may be absent from a maximum of 25% of the teaching units of a course per semester. Noncompliance with compulsory attendance to an extent of unexcused nonattendance of 25 percent or more shall result in the loss of an examination attempt, with no option of a compensatory exercise. In exceptional cases (e.g., illness or alternative urgent reasons for absence) students may apply in written form (email or letter) to the student support officer for a waiver for more than 25% of the teaching units of the course concerned.

Types of examinations

In general, a distinction is drawn between course-based examinations and a final examination. Per individual course, examinations can be carried out either as (one or more) course-based examinations or a final examination or a combination of both. It is the responsibility of the respective lecturer to design the (appropriate) assessment of students for his/her course. Course-based assessment can be in oral and/or written form(s) and, as regards the written form can be essay type, short question multiple choice, task-based (group work) among others, as befitting the learning objectives of the course. Examination dates for each course are listed in the course book.

Examination regulations

Local rules apply when it comes to examination of the courses. You can find all MCI rules and regulations on examination via the following link:

<https://www.mci.edu/en/university/the-mci/about-us/academic-council>

Complaints and Appeals

Your first point of contact is the local coordinator. The local coordinator can advise you how to proceed. Maybe the coordinator can help you him/herself or direct you to the Head of Studies. If you have a special request, or a complaint about the Eu-HEM programme, it is possible that the local coordinator will suggest that you write your request or complaint to the International Coordinator who can put it on the agenda of the Consortium Board.

For complaints about courses or exams, the local rules would apply. The local coordinator and Head of Studies are the first contact for complaints and appeals and will advise you how to proceed. You can find more information on the webpage of The Academic Council of MCI Management Center Innsbruck via the following link: <https://www.mci.edu/en/university/the-mci/about-us/academic-council>

Grading

Calculation of Grades in Case of Several Lecturers within a Course

In the case of courses taught by more than one person the overall grade (percentage achieved) within the course is calculated by weighing the single assignments as displayed in the course book.

Grading system

Grades range from 1 to 5; the only failing grade is 5:

Percentage	Grade
100 – 90%	1 (very good)
89 – 80%	2 (good)

79 – 70%	3 (satisfactory)
69 – 60%	4 (sufficient)
59 – 0%	5 (fail)

2.2.4 Erasmus University Rotterdam

Course registration

An overview of all Eu-HEM courses in Rotterdam can be found on our [MyEur website](#).

You will be registered for all courses and workgroups by the Education Service Centre. Detailed course descriptions, including lists of required reading per course module, are found in the [online Course Guide](#).

Semester dates

Semester II: February 12, 2024 – June 28, 2024

Semester III: Monday August 26, 2024 – February 7, 2025*

*The dates of semester III are still viable to change

You will receive the Eu-HEM Schedule upon arrival.

Timetables

The timetable including exam and re-sit dates will be available via <https://timetables.eur.nl>

Exams and Re-sits

Local rules apply when it comes to examination of the courses. You can find all examination rules and regulations on our website via the following links:

- [Teaching and Examination Regulations Master in Health Economics, Policy & Law, Academic year 2023-2024](#)
- [Rules and Regulations](#)
- [Examination practicalities](#)

Please note that at EUR you only have one re-sit per academic year. You are allowed to re-sit a written exam for which you already have obtained a pass. The highest grade obtained will count as final result. Should you wish to do a re-sit, please send an email to esc@eshpm.eur.nl at least one week before the re-sit so you can be registered.

Examination Board Erasmus University Rotterdam

The Examination Board is an independent, legal body that determines, in an objective and specialist manner, whether a student satisfies the conditions set by the Course and Examination Regulations with respect to the knowledge, understanding and skills required to be admitted to a degree. Moreover, the Examination Board is responsible for the assurance of the quality of the exam (the diploma).

The Examination Board regulations set out important rules in relation to the ESHPM's programmes (e.g., the frequency of examination opportunities, assessment standards and admission requirements). These rules are applicable to all students and are re-evaluated every academic year.

Please find more information about the Examination Board, the rules and submission of individual requests via <https://my.eur.nl/en/eshpm/general-information/examination-board>

Complaints and Appeals

If you believe you have been treated inappropriately by an administrative body of the university or by a university employee, or if you are dissatisfied with the quality of the campus facilities or dissatisfied with anything relating to your faculty and your study programme, you can submit a complaint. It is preferable to attempt to resolve the issue informally, by talking to the person causing the problem and coming to a satisfactory solution. You can ask the local coordinator or student counsellor to help you with this. He or she may also be able to mediate on your behalf if you do not wish to talk directly to the person concerned, for instance if the circumstances call for this. If you are still dissatisfied, you can consider submitting a [formal complaint](#).

Complaints about exams

The Examination Board is responsible for the quality and the organization of tests. Try, wherever possible, to first resolve the situation with the relevant lecturer or member of staff. Always make sure you visit the exam review that is organized after the exam.

If that does not work out, you can submit any complaint you might have in relation to examinations to the Examination Board. This can, for example, concern the quality of the testing and the application of the assessment standards, but also the organizational aspects of tests (suitability of examination rooms, etc.).

A student can lodge an appeal against any decision of the Examination Board (regarding a previously submitted request) with the Board of Appeal for Examinations (CBE) of the EUR. More information about the period within which you have to lodge an appeal, among others, can be found on the [website of the EUR](#).

Grading

The Dutch grading system has a scale from 1 (very poor) to 10 (outstanding).

The lowest passing grade is 5.5; grades 9 are seldom given and grades 10 are extremely rare.

Dutch Grades		
10	9.5 - 10	excellent
9	8.5 - 9.4	very good
8	7.5 - 8.4	good
7	6.5 - 7.4	satisfactory
6	5.5 - 6.4	pass
1-5	1.0 - 5.4	fail
Special Marks: VR Exemption		

3: Practical information

3.1 General Practical Information

3.1.1 Graduation Ceremony

A joint graduation ceremony will be organized for each cohort. The ceremony will take place in fall after the 2nd year. You will receive your Diploma and Diploma Supplement at this official ceremony, and of course there will be drinks and snacks to celebrate. You are welcome to invite family and close friends to this festive occasion. However, there is a limit to the number of people that you can invite. This will be shared with you once you receive your invitation.

3.1.2 Student feedback

We value the opinion of our students regarding our programme. There are always points open for improvement. We send out surveys for each course, and we send out a survey after each semester to request your feedback. Of course, if you have problems, you don't have to wait to complete the survey. You can always contact the local coordinators if it's a local issue, or the international programme coordinator if it is a joint issue.

3.1.3 Student representation

At the start of the first semester 2 student representatives are elected for the first semester, At the end of the first semester 2 student representatives are elected per Track. The student representatives will be involved in the Quality Assurance of the programme. They meet with the board twice a year, to discuss any issues or improvements. As the name indicates, the student representatives represent the student cohort. Responsibilities include:

- To function as spokesperson for their track
- To signal any larger issues/challenges to the local coordinators.
- To assist in quality assurance procedures: e.g. encouraging students to fill in the student evaluations
- To meet with the board twice a year
- To bring any improvements to the programme to the attention of the board.

3.1.4 Joint Quality Enhancement Committee

As a joint master programme, Eu-HEM is faced with differing national frameworks and guidelines for quality assurance in four different countries that safeguard the quality of education at local level as well as an Eu-HEM specific quality assurance framework, focused on assessing the achievement of learning goals at the level of the joint master programme. The establishment of the Joint Quality Enhancement Committee (JQEC) is an important step to face this challenge. The aim of the JQEC is to contribute to the implementation of a joint quality assurance policy for Eu-HEM, by proposing improvements to the Eu-HEM quality assessment framework and advising the Consortium Board of Eu-HEM on quality improvements based on assessment of collected data. The Eu-HEM JQEC is an independent committee composed of one representative per partner university and two student representatives, one from each active cohort.

3.1.5 Software

Since you are officially registered as students at Erasmus University, even if you'll never spend a semester in Rotterdam, you have access to cheap software and student licenses:

- Microsoft Office and other software can be obtained at a low price at <https://www.surfspot.nl/>. Login with your ERNA account, and choose Erasmus University Rotterdam from the list of institutions.
- Some specific applications like STATA and SPSS are available via <https://my.eur.nl/en/eur/ict-1/software-licenses>. Again, use your ERNA account.

In case you have lost the password for your ERNA account, contact the EUR IT service desk via it.frontoffice@eur.nl or +31 10 408 88 80.

- If you spend one semester at the University of Bologna, you can have Microsoft Office 365 for free until you finish your studies: <https://www.unibo.it/en/services-and-opportunities/studying-and-beyond/discounts-for-computer-tablet-and-software-1/microsoft-office-365-1>

3.1.6 Extra courses

In Oslo, Bologna and Rotterdam, students can follow extra courses, but they will not receive any ECTS for it. We only advise students with very good study results to choose an extra course since it means an extra study load. Please note that extra courses will not be mentioned on your final transcript of records and diploma supplement. It will only be mentioned on your study progress overview from the respective university. Taking extra courses at MCI is more difficult. Please reach out to your local coordinator to receive more information.

3.1.7 Erasmus+ mobility grant

The European Education and Culture Executive Agency (EACEA) manages several funding schemes for education within EU. Among these is a study abroad scholarship called Erasmus+ mobility grant. The Erasmus+ mobility grant offers individual financial contribution to students between 2 (minimum) and 12 (maximum) months, often in the 3rd and 4th semester

You may (it is NOT guaranteed) receive an Erasmus+ mobility grant as a contribution to your travel and subsistence costs. This may vary according to differences in living costs between your country and the destination country, the number of students applying for a grant, the distance between countries and the availability of other grants. The amount and length of the Erasmus+ mobility grant is decided by regulations set by each individual university. It is the home university (the sending university) that is responsible for making all payments of the Erasmus+ mobility grant. For organizational reasons, there may be deviations in the assignment of your home university.

- If you choose the track Economics and Policy, your home university will be MCI
- If you choose the track Economic Evaluation in Healthcare, your home university will be Unibo and UiO depending on where you choose to defend your final thesis
- If you choose the track Management of Healthcare Institutions, your home university will be EUR
- If you choose the track Population Health Management, your home university will be UiO

Furthermore, the minimum requirements for receiving the Erasmus+ mobility grant is that you must live in that country during the semester you receive the funding. Remember, you will be registered at the

university of your thesis supervisor during the 4th semester, and you could only apply for a grant if you will live in the country of your supervisor's university.

UiO requires that students receiving Erasmus+ mobility grant from UiO must pay the UiO semester fee (approx. €80) during the semesters they receive the grant.

Unibo requires students to apply to a call for application through the platform “AlmaRM” and follow all the local rules and deadlines. Students will have to go through all the steps and deadlines as indicated in the Erasmus webpage: [Erasmus+ study – University of Bologna \(unibo.it\)](https://www.unibo.it/erasmus)

Applications open around the first days of January and close by the first days of February.

Once you are selected for the scholarship you will need to accept the scholarship after a few days through the platform, otherwise your scholarship will be lost.

Once your exchange is finished, you will have to submit a request of acknowledgment and other papers such as the certification of period.

Erasmus+ contact details per institution for learning agreements:

<p>Erasmus University Rotterdam, the Netherlands ESHPM NL ROTTERD01 Education Service Centre PO Box 1738, 3000 DR Rotterdam, the Netherlands E esc@eshpm.eur.nl</p>	<p>University of Bologna, Italy I BOLOGNA01 Sarah Russo, Eu-HEM Programme Coordinator School of Economics, Management and Statistics Piazza Scaravilli 2, Bologna E didatticasociale.euhem@unibo.it</p>
<p>Management Center Innsbruck, Austria A INNSBRU08 Eveline Gmainer, Erasmus+ Coordinator Universitaetsstrasse 15, 6020 Innsbruck, Austria E eveline.gmainer@mci.edu</p>	<p>University of Oslo, Norway Faculty of Medicine N OSLO01 Ola Magnusson, Coordinator Eu-HEM Postboks 1072 Blindern 0316 Oslo, Norway E o.a.magnusson@medisin.uio.no</p>

3.1.8 Social Safety

We are committed to providing a positive study and work environment in which we treat each other with respect, nobody feels unsafe and everyone can develop their talents. We are committed to provide social safety and we offer various forms of support for students experiencing undesirable behaviour or unsafe situations.

If you are facing an unsafe situation or undesirable behaviour, there are various people and places you can turn to. See below for each university who you can contact:

MCI | The Entrepreneurial School

At MCI, the first contact point for students are the Student Support Officer and the Local Coordinator. You can find a list of contact persons here:

<https://www.mci4me.at/en/services/student-support>

Furthermore, there is an official Code of Conduct in place:

<https://www.mci.edu/en/university/the-mci/diversity/code-of-conduct>

In addition, the MCI mental health department (via mentalhealth@mci.edu) offers support for questions/concerns of all kinds and also offers confidential consultation sessions for students.

Further information: <https://www.mci4me.at/de/services/student-support/mental-health>

University of Oslo

At UiO you can contact various people with your questions. Below you will find the facilities that UiO offers.

<https://www.uio.no/english/about/organisation/student-ombudsperson/help/>

<https://www.uio.no/english/about/hse/speak-up/index.html>

<https://www.uio.no/english/student-life/services/health/>

Erasmus University Rotterdam

EUR considers it to be very important that students are able to do their work in a pleasant and stimulating work and study environment. Nevertheless, a student may feel that he or she is not being treated with sufficient respect within EUR.

Therefore, EUR has appointed confidential counsellors, for students. They serve as the contact person for anyone who has been confronted with unwanted behaviour or unequal treatment in their study or work environment. You can find more information here:

<https://my.eur.nl/en/eur/organisation/integrity/unwanted-conduct>

The EUR Student Wellbeing program aims to help students grow and thrive during their life here at the university. We organize events regularly, offer support in diverse ways, and are constantly working on and creating resources to help students live a more balanced life. You can find more information about the Student Wellbeing program here:

<https://my.eur.nl/en/eur/education/student-wellbeing-platform>

University of Bologna

The role of the Student Ombudsman is to receive reports on dysfunctions and restrictions affecting the rights of students. This independent body does not report hierarchically or functionally, in any way, to University Bodies and exists solely to ensure compliance with current regulations. Please check the following website for more information:

<https://www.unibo.it/en/university/organisation/university-governing-bodies/student-ombudsman>

For all UniBo students and young people between 20 and 28 years old there is a free Psychological Support Service covered by the Health Authority (AUSL) of Bologna. Please check the following website

for more information:

<https://www.unibo.it/en/services-and-opportunities/health-and-assistance/the-psychological-support-service-sap>

3.2 Practical Information per location

3.2.1 University of Oslo

Semester card and student card

You can document that you are a student either with the digital student ID app on your mobile phone or with a semester receipt on paper and a student card.

<https://www.uio.no/english/studies/registrations/card/>

The *student card* has the format of a bank card and includes a photo of you. The student ID and student card together provide you with valid student identification.

Student cards can give you access to buildings and rooms at UiO together with the possibility of retrieving 'pullprint' prints from UiO printers. They may also be used as library cards.

You may obtain your student card at the SiO Centre, located on the ground floor, next to the Akademika book shop on the main Blindern campus (bring your identification documentation).

Online platforms

You must have a valid UiO user name and password. Your UiO user name and password make it possible for you to access UiO online services and to use the e-learning platform Canvas. If you have recently been a student at UiO (i.e. no longer than one or two semesters ago), you can continue to use your existing user name and password.

All other students will be informed of their UiO user name and password via SMS to the mobile telephone number registered in your application to the study programme. Please note that this message only works on Nordic Phone numbers to mobile phones.

If you experience difficulties in obtaining your user name and password, contact UiO's IT service Huston by email: it-support@uio.no or telephone (0+47) 22 84 00 04.

Housing

The student housing is administered by the Student Welfare Organization in Oslo and Akershus (SiO). All International and national students can apply for housing through SiO Housing: [Housing - University of Oslo \(uio.no\)](#). The earlier you apply, the higher the chance you will get placed in accommodation of your first choice.

University services

The Foundation for Student Life in Oslo and Akershus (SiO) works to enhance the overall educational experience by providing a wide range of affordable services. Students pay a small fee each semester for

this (generally, exchange students are exempted from paying the semester registration fee). More information on SiO's support can be found here: <http://www.uio.no/english/student-life/services/>
Sports: As a member of SiO Athletica you have access to a wide range of training offers at student friendly prices.

Public transport: With the Student ID app, you are entitled to a student discount if you are under 30 years of age and are studying full time at UiO.

Student Advisors and Counselling

SiO has a [team of professional counsellors](#) to whom students can turn for advice in academic, financial, or personal matters.

Library

The University of Oslo has several libraries and several digital services geared to the needs of its students. Here you will find advice and support from the main University Library:

<http://www.ub.uio.no/english/>

The library can help you with your assignments: How to write an orderly reference list in accordance to common referencing style for your subject and how to use End note and other tools which can make writing a reference list more efficient.

The library also provides customized courses on literature-search, the use of references and citations and critical evaluation of information sources.

Visa

Non-EU/EEA students must apply for a student residence permit and, if applicable, a visa, before entering Norway.

International students must register with the Oslo Police upon arrival in Norway.

We recommend that non-EU students attend the Police registration day at Knutepunktet during the introduction week. On the Police registration day, you will be able to register and book an appointment with the police.

Students with EU/EEA citizenship need to register with the Oslo Police if staying for more than 3 months. We recommend that you register on the UDI portal **after** arrival in Oslo, and hand in your documents to Knutepunktet during semester start.

For further information, please see: [Residence permit and police registration - International students \(uio.no\)](#)

For non-EEA students: You must make sure you have a valid residence permit

If you are staying in Norway for more than one year, you must remember to apply for a renewal of your residence permit. Please note that due to the time it takes to process such applications, you should apply at least one month before the expiry date of your permit.

As part of the application process, you will be required to submit a progress report of how your studies are going and self-financed students must enclose documentation of how they will support themselves. See further information here:

[Apply for renewal of residence permit - International students \(uio.no\)](#)

Insurance

If you are a citizen of an EU/EEA country or Switzerland, you must bring either the European Health Insurance Card **or** documentation of private health insurance when you enter Norway.

All students from countries outside the EU/EEA should have private or public health insurance to cover their first weeks in Norway.

For further information, please see: <http://www.uio.no/english/student-life/health-insurance/>

Costs of Living

Norway is an expensive country, and it takes a while getting used to the high cost of living. As a student you will need a minimum of approximately NOK 10 000 per month in order to cover basic expenses:

<http://www.uio.no/english/student-life/budget/>

EU/EEA students do not need a work permit and can work in Norway after they have registered with the police. **Non-EU/EEA students** can work **20 hours per week** during their first year of study.

3.2.2 University of Bologna

Studying in Bologna from a student's perspective

“UniBo, the oldest university in Europe - 85.000 students inside and around the ancient city walls. It is easy to imagine how many people from all over the world you can meet in this city, perfectly fitting into your EU-HEM journey so far. Combine meeting people from all across the globe with the most amazing Italian food you can imagine, and you are close to a description of a big part of your Bologna experience already. At UniBo, the semester is taught in two rounds of three courses each, which usually finish with a written exam, sometimes combined with group presentations or smaller assignments during the course. Nothing comes free of putting in effort at this university either, but I can guarantee you that you will have plenty of time to enjoy the amazing environment you're in, if you keep up from the beginning. When you're done with classes for the day, it's only a short walk from the Faculty to a little place called Pizza Casa, where a full Pizza is €2.50, while it's probably one of the best pizzas I ever had at the same time. Also, make sure to check out Osteria dell'Orsa with THE original and best pasta Bolognese, there called Tagliatelle al Ragù. If you're more active at night, Bologna got you covered as well. Many student parties are organized by the Erasmus Student Network (ESN) and Erasmusland and it's quite cheap to join them, and definitely worth it. Another nice one of Bologna's many great features is it's location in Italy, and the opportunity to explore a lot of Italy during your semester. Bologna is located super centrally and has great train connections to basically everywhere in Italy – with the highspeed train “Frecciarossa” you can make it to Rome in less than 2.5 hours, and it's even quite affordable if you book a bit in advance. One thing that can be a bit tough in Bologna is to find housing, so make sure to look early. The most reliable way for us was to try and take over the rooms of our EU-HEM peers from the

semester before - but you'll definitely manage. Once your accommodation is settled, everything that's ahead of you is something to look forward to in Bologna! I wish you all the best and hope you have a great time there!" – Moritz Wick (cohort 2017-2019)

Online platforms

Unibo E-Mail Account

With your e-mail (username and password) you will be able to:

- Access your e-mail account on www.dsa.unibo.it
- Access to all [UNIBO online services](#)
- Access to the Wi-Fi of the University

E-mail communication: from now on, we will only be emailing you to your UniBo email account (name.surname@studio.unibo.it). Hence, please make sure to check your UniBo email regularly from now on and to use it to email us!

Alma Wi-Fi

ALMAWIFI is the name of the University of Bologna web allowing students, professors, researchers, technical and administrative staff, PhD students and collaborators of the University of Bologna to access the Internet and the on-line services of the university directly from their own mobile devices, using a WiFi connection (802.11) to the university network.

You can access Alma Wi-Fi by logging in with your Unibo account

Studenti Online

Studenti Online (<https://studenti.unibo.it/sol/welcome.htm>) allows you to manage your career and to complete all the administrative procedures such as study plan, exams registration, study exchanges, and so on. On Studenti Online you will be able to:

- Enter and update your personal details
- Complete your study plan
- Register for exams and check your university career
- Print self-certifications and certificates with digital stamp
- Submit your graduation application
- Access [AlmaRM](#), the system implemented by the University of Bologna to manage all student mobility programs

myUniBo app

Use myUniBo to check your exam list and grades, as well as book those you want to sit.

Select a course unit to see the dates and locations of each exam session.

Check the calendar to see your bookings. Visit the messages area for information about changes in exam dates, notices about the release of grades for exams and progress tests. MyUniBo is developing fast and will soon offer new functions and services.

The myUniBo app can be downloaded from [Google Play](#) or the [App Store](#).

Badge

Using the QR Code you received by email, you can print out your badge from any of the following machines. You will find self-service machines to print the badge in several buildings (see list here: [Badge self-service machines to print the badge — University of Bologna \(unibo.it\)](#))

Transportation

Bus service

TPER is the bus service company that goes through the whole city of Bologna.

Students enrolled in first cycle, second cycle, and single cycle degree programmes, exchange, PhD, master's degree and specialisation school students can purchase annual public transport passes for the Bologna area, including Zone 3 (which includes Ozzano), at the following subsidised rates, further reduced compared to previously applicable costs:

- €154 for students enrolled in first cycle, second cycle, and single cycle degree programmes and for exchange students
- €154 for PhD, master's degree and specialisation school students below 27 years of age
- €180 for PhD, master's degree and specialisation school students over 27 years of age

More info here: [TPER - Trasporto Passeggeri Emilia Romagna](#)

AlmaBike

AlmaBike is a unisex city bike specifically designed to meet the needs of university students who prefer an urban choice. After a preliminary competition for students of the University of Bologna, an established design specialist in this field came up with a customised bicycle model. The project is funded by the Italian Ministry for the Environment, which has launched a call for tenders with a view to improving air quality in metropolitan cities. AlmaBike will be produced by the winning tenderer and equipped with an anti-theft GPS sensor, as well as other quality features.

The project, running in the academic years 2020/2021 and 2021/2022, made 600 Almbikes available to students through a call for applications in the form of a free loan for a maximum of one year.

Bologna University Sports Centre – CUSB

The main mission of the CUSB is to disseminate and enhance motor activity through basic and competitive sports within all the schools of the University of Bologna and the local territory, addressing a wide range of targets transversally: children, the elderly, amateurs and competitive players, the CUSB Bologna is a point of reference and valid support for all.

Sports activities proposed by CUSB (Centro Universitario Sportivo Bologna) are open to all, with special discounts reserved for university students and employees of Alma Mater Studiorum - Università di Bologna. In order to take part in the CUSB activities, it is necessary to register first and subscribe an annual membership.

What can you do with your CUSB card?

- Play sports at discounted prices, at competitive and amateur level
- Be entitled to insurance coverage from C.U.S.I.
- Enroll in sports courses organized by CUSB and its affiliated partners
- Participate in CUSB Championships and Tournaments - National University Championships

- Rent sport fields and spaces at discounted prices
- Take advantage of CUSB services (medical visits, personal trainers,...) at discounted prices
- Participate in summer camps and sports vacations
- Receive two free entrances to be used either for:
 1. Two classes to be chosen among CUSB courses
 2. Two entrances to Alma Gym Unione in Bologna, Alma Gym Cesena e Alma Gym Forlì
- Get a 10% discount at the UniboStore
- Obtaining free Ascom's Più Shopping Card dedicated to CUSB members: discounts and exclusive promotions in over 500 partner shops, bars and restaurants; discounts up to 10%

Housing

Besides the possibility to apply to University residences, students usually find accommodation on their own. There are several ways to find an accommodation in Bologna.

Our first suggestion is [to contact SAIS](#).

SAIS stands for Student Accommodation and Information Services: it is an agency collaborating with UNIBO and offering support in finding accommodation to all International students and providing contractual consulting services.

SAIS CENTER

Via Zamboni 62/b - 40126 Bologna - Italy

Tel. +39051254423 - Fax +39051251640

E-mail: info@saisaccommodation.it

Once in Bologna and while looking for a long stay accommodation, we suggest you some temporary solutions. In Bologna there are several hostels and accommodations with low fares. You can check:

www.hostelworld.com	www.hostelbookers.com
www.airbnb.com	www.venere.it

Then you can also decide to surf the web and social networks and get some appointments for different possible rooms, in this case we suggest you some links:

www.bakeka.it	www.affittistudenti.it
www.easystanza.it	www.bolognacasa.net
www.postoletto.it	www.housinganywhere.com
www.subito.it	www.idealista.it
www.dovevivo.com	www.beyoo.it

Please note that some accommodation may be offered through private agencies and in these cases, there are extra transaction costs related to the renting procedure.

Furthermore, as you can notice in all the area of the University there are a lot of advertising for rooms

or apartments. So, if you want to go through this billboards and look for an accommodation, keep in mind that you will have to deal personally with the landlords or with the people that already live there.

IMPORTANT: Please, rent your rooms signing legally binding and registered renting agreements/ contracts. It is a necessary condition when applying for many of the documents you are asked to provide (e.g., Permit to Stay).

Library

These are the libraries managed by the School of Economics, Management and Statistics:

- Library W. Bigiavi
- Library of the Department of Business Administration
- Library of the Department of Statistics "Paolo Fortunati"
- Library of the Department of Economics

Info about address and opening hours here:

<https://sba.unibo.it/en/libraries>

To find out about all the other libraries of the University of Bologna please refer to:

<https://www.unibo.it/en/services-and-opportunities/libraries-digital-resources-and-study-rooms>

TAX CODE <- Important!

The tax code, “codice fiscale” in Italian, is an individual’s tax code/social security number, which is needed to carry out a wide range of activities in Italy, for example:

- opening a bank account
- entering into a rental contract
- registering for the National Health Service
- purchase a Mobile Phone Number
- receive Erasmus+ mobility grant <- important!

If the Italian Consulate/Embassy in your country offers this service, you can request an official tax code before your departure for Italy.

Alternatively, after your arrival in Italy, you can contact a local office of the [Revenue Agency](#) (Agenzia delle Entrate)

Visa and Permit of stay

If you are a student from a Non-EU country and you do not reside in Italy, you need a visa for study purposes (Post Graduate). First of all, you must pre-enroll online through the [University portal](#): registrations are already open. Through this portal you will choose the Embassy / Consulate at which you will apply for the entry visa for Italy. Important! You can find step-by-step instruction [here](#).

Within 8 days from your arrival, you must apply for a residence permit. Consult www.esteri.it to check the sanitary procedures for entering Italy from your Country.

The Unibo international desk will provide you with assistance and help you fill in the forms. Please remember to bring with you:

- one passport-size picture
- a copy of your passport or ID
- your student VISA

<https://www.unibo.it/en/teaching/enrolment-transfer-and-final-examination/International-Students-how-to-prepare-for-enrollment>

Insurance

You can find more detailed information on the health insurance policy topic on the webpage:

<http://www.unibo.it/en/services-and-opportunities/health-and-assistance/medical-assistance/medical-assistance-for-foreign-students>

If you are a student with **EU citizenship**, you can access to healthcare supplied by "SSN - Servizio Sanitario Nazionale" (National Health Service). In order to benefit the public healthcare, you must always have the original plus a copy of the European Health Insurance Card (TEAM) in your pocket. A list of the doctors operating with the National Health Service is available at each "Azienda Sanitaria Locale (ASL)".

If you are a **NON-EU citizen**, these are your options:

1. **If you have a health insurance policy** in your Country, we suggest you to check whether it covers you abroad or there are options to extend its validity. If so, your health insurance policy must be stamped or approved by the Italian Embassy.

IMPORTANT: If your health insurance is not stamped by the Embassy, it cannot be used for issuing the "Permesso di Soggiorno" (Permit of Stay).

2. **Public covering** supplied by "SSN - Servizio Sanitario Nazionale" (National Health Service): it provides the access to full health coverage (included the possibility to choose a doctor) upon payment of € 149,77 per calendar year. Please note that the covering expires on the 31st of December.

3. **Private insurance** to be purchased directly from insurance companies of your choice.

BANK ACCOUNT

Students who have a non-SEPA account need to open a local bank account.

Most banks are open from Monday to Friday, from 8:30 am to 1:30 pm and from 3:00 pm to 4:00 pm.

To open a bank account, you must:

- be of legal age (at least 18);
- have a valid ID;
- have a tax code (codice fiscale);
- not have been declared bankrupt;

After signing the contract, the bank will supply you with all the information related to the terms and conditions of service and the following bank coordinates, which are necessary in order to make an international wire transfer:

IBAN, International Bank Account Number (also known as Clabe or Aba depending on your country), which is an alphanumeric code identifying your bank account (check char + national bank code + branch number + the account number);

BIC, Bank Identifier Code/SWIFT, which is necessary to send money worldwide.

Before being able to make any transaction, it is necessary to make an initial deposit on your bank account. Traveller's checks, checks and foreign currency can be exchanged at banks, exchange offices, railway stations and/or airports.

Carisbo

Via Irnerio, 8 Bologna

+39 [051 246200](tel:+39051246200)

<http://www.carisbo.it/giovani> (in Italian)

UNICREDIT

Via dell'Indipendenza, 11

+39 051 640 8111

<https://www.unicredit.it/it/privati/carte/tutte-le-carte/carte-prepagate-iban/genius-card.html> (in Italian)

There are also several other possibilities to have your personal bank account in Italy, for example:

Poste Italiane

Via delle Belle Arti, 9, 40126 Bologna

+051 291 7611

Postepay: To become a Postepay cardholder you do not need to have an account. You can withdraw money from any post office by presenting a valid ID and your tax Code. Thanks to Postamat (ATM) circuits MasterCard, you can use the card anywhere in Italy and abroad, on the Internet and in all post offices.

3.2.3 MCI | The Entrepreneurial School

Studying Eu-HEM in Innsbruck

At MCI teaching is widely focused on teamwork and group learning. Consequently, it combines on-campus classes with guided self-study activities and occasional online-webinars. On the one hand, this guarantees a large degree of flexibility and, on the other hand, it provides plenty of opportunity for interaction with teachers and fellow students. In-class time at MCI might seem rather intensive. Onsite students will not only be provided with classical lectures. The days students spend onsite at MCI are frequently organized in small groups. This seminar type of lectures includes the facilitation of team work by MCI-faculty. Experienced faculty members at MCI assure that teaching is always strongly grounded in both, in theory and in practice. Make sure you are present during lectures and in all other interesting side events like the alumni guest speaker series. Talking to faculty or guest speakers at MCI might be your first step into your next career.

Studying in Innsbruck from a student's perspective

"Where else in the world do you have the possibility to be on the ski-slope, just thirty minutes after an

intense and rewarding day in class? Studying at MCI has been a great experience! Innsbruck is also called 'the pearl of the Alps' and there is a good reason for this name. Perfectly clean air, being surrounded by mountains, and the historic old town make this city a pleasure to live in. The schooling system in Innsbruck is more personal and practically oriented compared to other universities. Full days on-campus are no exception. What I particularly liked about the teaching in Innsbruck is the involvement of the staff and the focus on soft skills that is present at MCI. As a result of the many contact hours (and informal gatherings, also called party) we did become a closer EU-HEM group during our time in Austria. The local people in Innsbruck are very friendly and polite, although I must say there are some peculiarities. Be aware that it is not uncommon that you can only pay with cash in a shop. Most locals speak English, but my experience is that learning and speaking German does make it easier to communicate and is appreciated. Although Innsbruck feels like a relatively small city, it has everything you need. The beautiful historic centre has many cute coffee places where it is easy to have a break or study. Furthermore, the Nordkette cable car is located around the corner of MCI, and brings you to breath-taking views in less than 30 minutes. If you love outdoor sports, Innsbruck is the place to be! Hiking, cycling, skiing, snowboarding, swimming. Just a grasp out of the many possibilities. Especially if you like skiing or snowboarding, you should get the Freizeitticket, which gives you unlimited access to ski-slopes, cable cars, swimming pools and much more. There is a lot to learn and experience. Wish you a great time!" - Frank Bisselink (cohort 2017-2019)

Registration, student card

Upon matriculation a student will receive a student card which is valid for one (1) semester and has to be renewed every semester. The student card is an official photo ID which confers the holder the same rights and obligations as other students of MCI. A lost student card is issued a replacement by the office of the student program on presentation of an official affidavit of loss and for a fee of 10 €.

You can only download and print a confirmation on your enrolment (via myMCI) and get your student card extended if you:

- have paid the participation fees
- have paid the costs for copies or any other services such as language courses (only relevant after your 1st semester)

Online platforms

The mci4me.at site (www.mci4me.at/en/) is the starting point for all online platforms at the MCI.

Sakai

Sakai is an Open Source Collaboration and Learning Management System which provides a number of tools and functionalities for MCI teaching staff and students to support them in integrating and effectively using online activities in their teaching and learning. By using Sakai we are able to achieve higher transparency for students and a more interactive learning environment.

When logging on to Sakai, every user gets to his/her personal workspace (**My Workspace**). Here students can see all the courses they are enrolled in and announcements posted in their course sites. My Workspace is also very useful for storing and managing files. From My Workspace, users can navigate to various **Course-Sites**, which appear as tabs / drop-down menu on the top navigation bar.

In order to log on to Sakai, please go to <https://sakai.mci4me.at/portal/login> and log in with your **mci4me username and password**.

my MCI

On the myMCI page students can manage their personal data (postal address, phone number, etc.) and find their individual schedule. Moreover, students have access to all their grades via this page. Please keep your address and especially your phone number up to date for the case of short-termed changes of the schedule.

MCI.edu

The mci.edu page consists of an external and an internal area. The external area is publicly visible and covers all the information about MCI in general (various study programs, events, course syllabi, etc.). In the internal area (login with your mci4me username and password) students find common guidelines (e.g. MCI guidelines for good academic practice), study program-specific information on internships as well as standard forms which are applicable for all MCI programs.

Important!

All relevant information will be published on the website (Sakai or myMCI) or sent by email to your mci4me-email-address. Any information published therefore has official and binding effect.

We recommend accessing Sakai every day in order to be up-to-date in regards to your lectures.

Please use your **mci4me-email-address** for contacting the department as our IT-services can prove the receipt of these messages in the case of doubt.

myMCI app

The myMCI app offers more than 20 features to support you with your everyday study life at the MCI.

Link to Google Playstore: <https://play.google.com/store/apps/details?id=at.mci4me.mymci2&hl=de>

Linke to Apple Appstore: <https://apps.apple.com/at/app/mymci-university-service-app/id1659830752>

Housing

OeAD: MCI does not have its own student dormitory, but there are various ways to find accommodation in Innsbruck. The most convenient and usually least expensive option is to reserve a room via OeAD.

Important: Your application for a room will only be processed after you have transferred the registration fee (EUR 35) to OeAD. Final room reservations are only valid after the payment of a deposit (currently EUR 950/two months of rent). For detailed information on the OeAD student accommodation, please see:

<https://www.oeadstudenthousing.at/en/accommodation/innsbruck/>

ISH: MCI also cooperates with the student dorm "Internationales Studentenhaus" (ISH). When you register for ISH please mention that you are an exchange student from MCI. Application and further information can be found here: www.studentenhaus.at

Akademikerhilfe Student Residences: The Akademikerhilfe offers fully furnished rooms at a monthly fixed fee for long-term (min. 3 months) and short-term rentals (12-91 days). For more details: <https://www.akademikerhilfe.at/en/innsbruck>

Alternatively, you can search for rooms on the private market, which many students do.

For detailed information on accommodation please see: <https://www.mci4me.at/en/student-life/student-life/student-life-accommodation>

Please book your accommodation in Innsbruck as soon as possible. Student dorms fill up very fast, so the sooner you apply for a dorm room, the higher your chances that you will get a room!

University services

MCI Student Services:

Find out more about the MCI student services such as the library, IT-Services, Language Center, Career Center and Student Life on the MCI services brochure: <https://www.mci.edu/en/university/services>

Language Courses:

When living in Austria you can easily get by with English, but you may wish to learn German too. MCI's Language Center is the ideal place to do so. In addition to German language courses, our language center offers courses in a number of other languages at various levels. To register for a language course, you need to pay the course fee online. Classes will take place throughout the semester. The registration for language courses will open at the beginning of every semester. For information on fees and details, please see:

<https://www.mci4me.at/en/services/language-center>

University sports center:

Students of MCI have the same entitlements as other students the University of Innsbruck in the use of the facilities of and taking part in the activities offered at the University of Innsbruck Sports Centre (USI). As a student at MCI you will get a discount for the courses offered. USI offers almost anything from A (as in Aerobics) to Z (as in Zumba). For more information about the center: www.uibk.ac.at/usi

Arrival Information & MCI buddies:

International EU-HEM students have the option to be supported by a MCI buddy, i.e. a local MCI student who assists you during your first weeks in Austria (completing paperwork, opening a bank account, etc.). Further details can be found in the welcome letter that you receive a few months before your semester at MCI starts.

Career Center

For students the MCI Career Center is the first port of call for all questions relating to the job market and career planning. The MCI Career Center is a service platform offering students and graduates convenient access to internships, jobs and employment opportunities, career platforms and similar services. The MCI Career Center prepares the ground, establishes contacts and makes available the MCI's institutional networks.

Student cafeterias & restaurants

At all MCI locations, there are restaurants or student cafeterias that offer good deals. For example, the student cafeteria „SoWi Lounge“ opposite MCI’s main building. Furthermore, at most MCI locations you are never far from the next supermarket. There are coffee and soft drink vending machines in all MCI buildings.

Student Advisors and Counselling

When you face problems that can influence your study progress, please contact the local coordinator. She/he may put you into contact with the relevant persons or bodies.

The Psychological Counselling Services support you with the choice and start of your academic studies, coach you with your personal development and provide advice regarding academic and personal concerns: <https://www.mci4me.at/en/services/student-support/mental-health>

Library

MCI and Innsbruck University share the third-largest university library in Austria. You will have access to vast collections of books, magazines, journals, databases and other reference materials.

A co-operation agreement between the Library of the University of Innsbruck and MCI guarantees students of the study program the same rights and obligations as students at the University of Innsbruck concerning (access to) library resources. Essential reading materials (both books and journals) for all modules of the master’s program are available at Faculty Library of Social Economic Sciences (part of the University Library of Innsbruck). You may borrow literature upon presentation of your student card. MCI students may purchase books from Studia (bookshop located at the main building of MCI) at reduced rate using their respective student cards.

Remote access to the databases of MCI (off-campus) is provided with an institutional login via Shibboleth. Find more information about MCI library on <http://www.mci.edu/library>.

Students find all the course materials (scripts, handouts, etc) in the resources section of the respective course on “Sakai”. MCI offers the service to copy the relevant course materials for the students if the lecturer indicates which course material needs to be copied for the classroom activities and if our office administration gets the material early enough in advance. In such a case you will be informed on “Sakai” which scripts will be copied and provided by the study program.

As regards recommended literature of books or book chapters, all the material is available in the university library. It is the students' responsibility to gather the readings from there.

If costs incur by providing documents/scripts to you, you will get a bill at the end of each semester.

For own copies please use the photocopiers at the MCI locations that work with the Quick-Cash-function of your cash card.

Visa

EU, EEA AND SWISS NATIONALS

If you are a national of a country in the European Union (EU), the European Economic Area (EEA) or Switzerland, you do not need a visa or residence permit to study in Austria. All you need is your passport or national ID, proof of sufficient financial means and health insurance valid in Austria. Once you are here, you need to apply for a so-called "confirmation of registration" at the local registration office. Find out more online at: <https://oead.at/en/to-austria/entry-and-residence/confirmation-of-registration/>

All **non-European** students who will be studying in Austria must apply for either a student visa D or student residence permit, depending on the duration of their stay. Students who are taking part in a Union or multilateral mobility programme (like Eu-HEM) and who are in possession of a valid residence title "Student" of another EU member country (except the United Kingdom, Ireland and Denmark) have to consider specific regulations. For detailed and up-to-date information on visa and residence regulations go to: <https://oead.at/en/to-austria/entry-and-residence/third-countries/> and/or contact the Austrian Embassy or Consulate-General in your country. In case of further questions regarding your VISA in Austria, feel free to contact the local coordinator.

MCI is happy to issue you a letter of acceptance upon request in case needed for your visa/residence permit application. Please contact your local coordinator in this case.

Insurance

By law, **all** students must have sufficient health cover for their stay in Austria to become registered as a student at an Austrian university and/or to apply for a student visa/residence permit.

Students from EU/EEA countries & Switzerland: Students who have a valid national health insurance in their home country can obtain a [European Health Insurance Card \(EHIC\)](#) from their health insurance provider in their country of origin upon application. With this card they will have access to all medically necessary public health services in Austria (at the same conditions and the same costs). However, visits to doctors that are not due to acute complaints (e.g. medical check-ups) are not covered. We therefore recommend that you additionally take out a travel health insurance (also if you wish to have repatriation costs covered).

Students may also take out **student insurance ("Studierendenselbstversicherung")** with the relevant Austrian health insurance provider (Gesundheitskasse – ÖGK).

Students from third countries: Third-country nationals have to consider specific regulations.

Find out more online at:

<https://oead.at/en/to-austria/entry-and-residence>

Please note that you are required to have a valid health and accident insurance throughout your stay in Austria. MCI reserves the right to demand proof of your insurance at the beginning of your studies. If you fall ill, you can either see a General Practitioner or go to Innsbruck University Clinic in Anichstrasse 35. At night and on weekends, please call the Emergency Doctor (141) or, in an acute emergency, the Ambulance Service (144). You can buy medication at pharmacies only. Most pharmacies are open

Monday through Friday (08:00-18:00). For information regarding pharmacies' night and weekend service, please check the information boards at pharmacy entrances and the local newspapers.

Registration

Once in Austria, all students, regardless of nationality or visa status, have to register at the registration office ("Meldeamt") within three business days. To do so, you will need your passport and registration form ("Meldezettel"). The registration form must be fully filled in and signed by you and your landlord/student dorm representative. When moving from one place to another, you need to deregister your old address and register your new one instead. Before leaving Austria and returning to your home country at the end of your studies, you have to deregister at the very same office.

Living costs:

Innsbruck is a very livable and safe city that over 30,000 students call home. In total, the average monthly cost of living for students is EUR 1,200 which may vary depending on students' lifestyle.

Transportation in Innsbruck

You can benefit from a reduced student rate for public transportation semester tickets in Innsbruck: [Innsbrucker Verkehrsbetriebe IVB](#)

The distances in Innsbruck are short and many routes can be done perfectly by bike. If you don't have your own bike in Innsbruck, Innsbruck Stadtrad is a Bike Sharing Initiative: <https://stadtrad.ivb.at/en/>

Disability

Students with special needs are encouraged to approach the local coordinator and Head of Studies to find appropriate support. Our MCI Student Support Team (student-services@mci.edu) will ensure that MCI can accommodate your needs.

3.2.4 Erasmus University Rotterdam

Studying Eu-HEM in Rotterdam: prepare at home and interact in class

In the Netherlands, teaching style tends to be focused on teamwork and group learning. You will likely need to exchange contact information with classmates as you will be working with them on assignments. In-class time may seem short in the Netherlands. However, be prepared to dedicate more out-of-class time to your studies. Lecturers tend to cover a lot of topics in a short time. They expect you to come to class well-prepared from day one. So, make sure you work extra on your own to keep up! On CANVAS you can find the literature and preparations for each lecture or work group. Interaction in class is highly appreciated. You are expected to think about the knowledge that is presented to you and develop and express your own opinions. You should not be passive but ask questions and be critical of what lecturers or fellow students say. All in a polite manner of course.

University is not all about studying of course. Make sure you check out activities taking place on campus, special student deals, and interesting lectures with guest speakers hosted by the University.

Studying in Rotterdam – a student's perspective

"Netherlands, the country where there are more bikes than people. I am very proud to say that I learnt riding a bike after coming to Rotterdam and I found this city very lively with welcoming citizens. Being an

EU-HEM student and meeting new people from all over the world is best part of this program. I was also aware of the challenge that studying here requires the students to do all the readings before class to get along well because it involves more of active self-study rather than relying only on the lectures. If you have any queries, you should discuss with the professors in the break time as it is the most efficient way to clear your confusions. Furthermore, talking about the weather, be prepared with your rain gear because it rains a lot with the wind so only umbrella would not work, having a rain jacket and waterproof shoes is a good idea. However, it shines bright in summer, so we also get to see good sunshine with long days which is very nice. There are many things you can do besides studying, of course. I also had pleasant experience organizing get together at my place and having everyone together gave an opportunity to learn about other cultures. If you are an outgoing person then you should get Rotterdam pass to get discounts for various places including museums and cinemas. This website can be visited to get one: www.rotterdampas.nl. Make sure you select 'student' when buying it because it is only 12.5 euros for students (regular price is 60 euros). You can also join ESN (Erasmus Student Network) as they organize many activities like city trips, career fairs and movie nights. You can get discount on those events if you get an ESN card from them. There's a lot to do in this lovely city, hope you have a nice time!" - Samral Idrees (cohort 2018-2020)

Registration, student card

Once you are registered as a student, a digital student card will be issued.

Online platforms

The easiest way to find information about your studies in Rotterdam is to login to <https://myeur.nl> . If you have already enrolled to the programme via Studielink, you should have received an ERNA-id. Use this ERNA-id (with format 123456ab@student.eur.nl) when prompted to provide a username.

Should you have lost your password, you can have it reset by sending a message to our IT service desk: servicedesk@ict.eur.nl

At myeur.nl, you will find:

- SIN online: the notice board with channels to each individual course and for the Eu-HEM programme as a whole. Here, you can also find your personal timetable, including the workgroups for which you are registered.
- CANVAS: the website for course contents, assignments, and e-learning modules.
- Osiris: the database with course registrations and results
- a link to your student e-mail folder
- news and posts from Erasmus Magazine

We'll subscribe you to the SIN online and CANVAS channels that you will need during your studies in Rotterdam.

Apps

We would recommend you to download two apps on your phone:

- Osiris Erasmus University, with this app you always have access to your grades and schedule. <https://play.google.com/store/apps/details?id=nl.caci.osiris.eur.OsirisStudent>

- EUR Study rooms to check the availability of study rooms on campus.
<https://play.google.com/store/apps/details?id=nl.eur.app.studyrooms>

Books

You can find the literature per course in the online Course Guide. You can order books at the [Studystore](#) shop or at any other (online) bookshop. If you become a member of the *SHARE student association*, you can order your books via SHARE. They offer a discount of 15% on all English-language literature.

Housing

We strongly advise you to start looking for a room in time to avoid stress and disappointment. Student housing in the Netherlands is not arranged for you by the university. To find a place to live in Rotterdam, please visit the [housing webpage](#) of our International Office.

If you are a Dutch student, you are not allowed rent a room that is intended for international students: this means the Xior and SSH Shortstay options above are not available to you. But you CAN use Housing Anywhere. In addition, you may register for regular student housing at SSH <https://www.sshxl.nl/zo-werkt-het> and/or Stadswonen <https://www.stadswonenrotterdam.nl/Hoe-werkt-het/Inschrijven> , or find your own place on the private market.

Please never give your passport to landlords! Often registration of the type of ID and document number is sufficient or make a safe copy of your ID or passport (cross your citizen service number, signature, and write 'copy [purpose]' on the copy so it cannot be used for other purposes.

Student Advisors and Counselling

Study Advisors

If you face problems that can influence your study progress, please contact the local coordinator. She/he may put you into contact with our [Study Advisors](#) You may also contact them directly via studieadvies@eshpm.eur.nl to make an appointment.

For which kind of issues can you contact the study advisors?

- Information and advice about the programme
- Arrangements in case of circumstances that might influence study progress, such as illness, disabilities (MyEUR), personal circumstances and top sports (MyEUR).
- Choices in study planning, study progress and study delay
- Advice about writing requests to the Examination Board

Study Counsellors

Your study advisor can refer you to a [student counsellor](#) for additional information or for the formal arrangement of any required adaptations. They can offer advice on complex issues including a student grant and or loan, adaptations, or provisions to enable you to continue to follow your study programme or help you with personal issues that you prefer to discuss outside the study programme. They can also refer you to a specialist when necessary.

Library

On Woudestein campus the library is located in the University Library building, the Polak Building and the G-Building. To borrow books as an EUR student or staff member you need your ERNA account to identify yourself. After identification, you can not only borrow books, but also check your borrower information or extend the loan period of your books.

<https://www.eur.nl/en/campus/university-library>

Visa

Eu-HEM students from outside the EU/EEA who plan to study in Rotterdam for one or more semesters need to apply for an entry visa and/or a Dutch residence permit.

If you need an entry visa and/or residence permit, Erasmus University Rotterdam will start the application procedure on your behalf. You will receive detailed information after you have been admitted to the Eu-HEM programme from the Education Service Centre, around 3-4 months before the start of your semester in Rotterdam. A few supporting documents are required for the application:

- Proof of sufficient financial means for covering your living expenses in the Netherlands;
- Proof of payment of tuition fee;
- Copy of a valid passport;
- Copy of your residence permit or visa (if you are currently living in another EU country);
- Chinese students only: a Nuffic certificate

For more information and to find out whether you need an entry visa and/or a residence permit, visit our website <https://www.eur.nl/en/education/practical-matters/immigration> .

Insurance

You are by law obliged to be properly insured during your time in the Netherlands. Apart from it being mandatory, you also really don't want to be surprised by having to pay for an unforeseen issue yourself.

Make sure that you are sufficiently insured for:

- Medical expenses - including any pre-existing conditions you might have;
- Third-party liability insurance;
- Fire and home furnishing insurance - if you will be living in student accommodation.

Erasmus University Rotterdam strongly recommends an AON or IPS Insurance. Both companies have a long and outstanding history in the field of medical insurances for foreign students. Our website provides more information: <https://www.eur.nl/en/education/practical-matters/student-life/insurance>

Studying with a functional impairment (e.g., dyslexia)

Erasmus University considers it important that all its students can make optimal use of their talents. Therefore, the Erasmus University offers several additional provisions for students with a functional impairment who require additional support. Students with a functional impairment include both students with a physical disability or chronic illness, as well as students with dyslexia or another learning difficulty, and mental health conditions. All major buildings are accessible for people with a motor impairment and the provisions available per building can be viewed on [this floorplan](#). Please find more information on this topic on our website: <https://www.eur.nl/en/education/practical-matters/advice-counselling/studying-functional-impairment>

Workshops & training

University is not all about studying of course. Make sure you check out activities taking place on campus, special student deals, and interesting lectures with guest speakers hosted by the University.

- The Studium Generale programme is found here:
<https://www.eur.nl/en/campus/culture/studium-generale>
- Workshops and training to help you study and work on soft skills:
<https://www.eur.nl/en/education/practical-matters/advice-counselling/calendar>
- Community for Learning and Innovation
<https://www.eur.nl/en/about-eur/vision/community-learning-and-innovation/events>

Sports

At the Erasmus Sport Foundation, you can play more than 50 different sports, ranging from gym activities to group classes. You can also join one of the 27 sport clubs (like basketball, dancing, field hockey etc.) For more information on the different possibilities and prices you can visit the website:

<https://erasmusport.nl/en/>

Transport

- Bikes

In the Netherlands it is very common to travel by bike. Throughout every city there are cycling paths and many places to park your bike, also on campus. You can easily find yourself a second-hand bike or you can rent a bike for a couple of months.

- Public transport

In Rotterdam you can also travel by metro, tram and bus. For using public transport, you need either an [OV chipcard](#), or a debit card to check in and out. If you plan to travel a lot throughout the Netherlands, you can also look into [train subscriptions](#).

Brown Bag meetings

During the semester, you will be asked to join several 'Brown Bag' meetings. The Eu-HEM Rotterdam team would like to meet with you on a regular basis, to hear any questions or concerns that you may have about the programme and studying in Rotterdam. The name 'Brown Bag' implies that you can bring your own lunch in a brown paper bag. The Brown Bag meetings are not in the timetable of any particular course; you will be informed of the details via CANVAS. Your attendance is highly appreciated.